

# Alberta Health

## **Alberta Aids to Daily Living Power Wheelchair Benefits-Adult/Pediatric** --- **Policy & Procedures Manual**

April 1, 2019



## Revision History

| Description   | Date           |
|---|----------------|
| Updated links.  | April 1, 2019. |
| Policy and Procedures for Power Wheelchairs separated from Manual for Wheelchairs. WP Manual created.<br>Updates to previous policy highlighted | April 1, 2016. |

Superseded

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# Policy WP - 01

## Power Wheelchair Benefits Description

### Policy Statement

The “WP” manual contains information about power wheelchairs for adults and children.

AADL uses a Recycle Program to provide wheelchairs to eligible Albertans. AADL provides Recycle Wheelchair services through AADL Approved Recycle Vendors in Alberta.

All power wheelchairs recycled and funded by AADL are listed in the Approved Product List APL-W. AADL regularly reviews the Approved Product Lists.

AADL Approved Recycle Vendors are listed on the Vendor List on the AADL website.

AADL accesses wheelchairs in the recycle pool first; new purchases are made if not able to provide from recycle.

AADL retains full ownership of all AADL funded power wheelchairs. See Policy WP- 07: Ownership and Responsibilities - Repairing and Returning AADL Power Wheelchairs for details.

AADL funded Power Wheelchair Specification Sheets are provided on the AADL website and include available options and pricing funded by AADL. Every effort is made to identify all features a client may opt to pay for.

AADL provides adult power wheelchairs that can accommodate specialized seating and controls, with or without tilt/recline.

AADL provides power tilt and/or recline for adults and will retrofit power tilt on a client’s current power wheelchair if it cost effective to do so. Power tilt and/or recline is not funded by AADL for pediatric clients.

Not all AADL power wheelchairs on the APL accommodate a vent tray for a ventilator-dependent client. The availability of vent trays is indicated on the specific wheelchair’s specification sheet and/or a vendor may be able to modify a wheelchair to accommodate a vent tray.

### Accessories, Codes, Seating Benefits:

- Basic wheelchair accessories such as cushions, amputee boards, special backs and drop seats are found in the “V” manual.
- Specialized seating benefits authorized through a seating clinic are found in the “X” manual.
- Information on formal recycle, repairs, internal transfers and parts changes is found in the “Z” manual

**Exclusion List: Wheelchairs/Mobility Equipment or Features not funded by AADL**

- Scooters
- Power wheelchairs with Captain style seats
- Fixed height arm rests on wheelchairs
- Backpacks
- Monogramming
- Multiple choice or custom color options
- Flat-free inserts in casters or wheelchairs where urethane is available
- Seat belts other than approved generic ones
- Touch up paint
- Tire pumps
- Cosmetic accessories
- Attendant controls
- Van-style seating
- Upcharges on Blue Tooth option or Environmental controls, unless needed with communication devices
- Upcharges on Computer attachments
- Power seat elevators
- Power leg rests
- Light packages
- High speed motors
- Head arrays, fiber optics, etc.
- Batteries, parts or repairs for privately-owned power wheelchairs.
- Repairs on any component on a mobility device purchased privately.

## Policy WP – 02

### Power Wheelchair Eligibility Criteria

#### Policy Statement

The Eligibility Criteria Policy assists clients, guardians, authorizers and vendors in identifying client eligibility to access power wheelchair benefits.

Clients must meet general eligibility requirements found in AADL General Policies and Procedures on-line at: <https://open.alberta.ca/publications/aadl-program-manual-gn>.

A client's eligibility for wheelchair benefits must be determined by an AADL authorizer prior to authorization and confirmed by AADL.

Adult clients must require a power wheelchair with capacity to accommodate complex seating needs as the only type of mobility device they can use to independently mobilize within the home and community.

Eligibility for the Tilt/Recline feature on power wheelchairs is determined by the Power Tilt-in-Space Request forms. In general, the client must be unable to sit independently in an upright position, and their positioning needs cannot be met by regular "V" benefits. Tilt Options are only funded on adult power wheelchairs. See Table 2: Option Specific Eligibility Criteria.

Prior approval from the AADL Manager, Mobility and Large Equipment is required for all Power Wheelchairs.

Clients are eligible for one set of battery replacements, a set of wheels and maximum \$600.00 funding towards parts on an annual basis. Clients are responsible for costs over this amount.

Clients with an AADL power wheelchair are eligible for a Category "A" back-up manual chair for use when the power wheelchair is not working or has to be left at the vendors for repairs or maintenance.

Clients with a power wheelchair can request to upgrade a back-up wheelchair to a Category B wheelchair or a Category C if they live alone and are unable to manage a Category B wheelchair. See W-09: Definitions for category definitions.

Client eligibility criteria for power wheelchairs are different for adults and children. See **Table 1: Power Wheelchair Benefit Specific Eligibility Criteria.**

**Table 1: Power Wheelchair Benefit Specific Eligibility Criteria**

| Eligibility Criteria  | Adult Power<br>(Prior Approval)   | Pediatric Power (Prior Approval)   |   |
|---|---|--|---|
|   |   | First Wheelchair   | Second Wheelchair   |
| <b>Ability to manage a manual wheelchair</b>                          | Not able to self propel and no assistance available. *  | Not able to propel, may have assistance available.                                   | Not able to propel and no assistance available.*  |
| <b>Ability to ambulate with/without a cane(s), walker or crutches</b> | No ability (see below).<br>May use cane/walker for transfer purposes.   | No ability or limited.   | No ability.<br>May use cane/walker for transfer purposes.                                     |
| <b>Activity Level</b>   | Full time indoor use and outdoor use. Must be active in community (daily or close to).                                | Indoor use with plan in place leading to full time use.                              | Full time indoor use and outdoor use. Must be active in community (daily or close to).        |
| <b>Functional impairment</b>  | No or significant lack of upper extremity (U/E) strength, has existing or is at high risk for upper extremity injury. | May or may not be at risk.   | No or significant lack of U/E strength or at high risk for U/E injury.                        |
| <b>Accessibility</b>  | Environments the client uses are fully accessible (home/community).<br>Heated storage.<br>Able to transport.          | Once clear that child will become full time – plan to consider full accessible home. | Fully accessible home/community.<br>Heated storage.<br>Able to transport.                     |
| <b>Trial</b>  | 2 power w/c's from different manufacturers.<br>Minimum 24 hours in all environments-see WP-04.                        | 2 power w/c's from different manufacturers.<br>Minimum full day.                     | 2 power w/c's from different manufacturers.<br>Minimum 24 hours in all environments-see WP-04 |
| <b>Other</b>  | Minimum 6 consecutive hours sitting tolerance.<br>Heated Storage.   | Heated Storage.  | Minimum 6 consecutive hours sitting tolerance.<br>Heated storage.                             |

\* Exceptions may be considered for those clients who are very active (most days of the week) in the community and may have severely limited functional ability to propel a manual wheelchair and no assistance to push it.

**Table 2. Option Specific Eligibility Criteria**

| Option/Feature       | Criteria   | Documentation required                               |
|----------------------|--|--|
| <b>Recline</b>       | Difficulties breathing (when back canes can't be adjusted to accommodate 10° open hip angle).<br>Catheterizes.<br>Feeding impairment, need to extend trunk during feeding. | Recline Section on Tilt-in-Space for Power requests. |
| <b>Tilt Option</b>   | Clients unable to maintain sitting in an upright position and specialized postural supports do not address need.   | Tilt-in-Space Form for Power Wheelchairs.            |
| <b>Oxygen Holder</b> | Client receives oxygen through AADL  | Document on 1251                                     |

### **Exclusion Criteria:**

- Clients with AADL funded homecare bed
- Palliative clients -see WP-09 for AADL definition of Palliative.
- Clients requiring temporary, short term loans or rental equipment.
- Use for transportation over highways, roadways. It is illegal to use a power wheelchair on the highways or roadways. Clients are expected to use vehicles to transport their power wheelchair over longer distances.

### **Procedure**

#### **Authorizers:**

1. Confirm clients meet AADL general eligibility requirements.
2. If client has a current power wheelchair, determine if it can be modified or repaired to meet the client's needs. Clients with privately owned wheelchairs are responsible for these costs; consider alternate funding resources to assist client.
3. Refer to eligibility criteria to determine if client is eligible.
4. Provide clinical information and rationale on the power wheelchair assessment form and the AADL wheelchair authorization form to assist AADL in adjudicating client's eligibility.
5. Ensure application and authorization form (1251) is completed in full; attach specification sheets, and Power Tilt-in-Space Request form (if applicable).
6. Submit **originals** to AADL by mail, maintaining a copy for client records.
7. If application denied, review eligibility criteria and information submitted. If clarification still required, contact the AADL Mobility and Large Equipment Manager.

#### **Clients:**

1. Confirm eligibility with authorizer.
2. Sign client declaration form.

#### **AADL:**

1. Receives Power Wheelchair Applications and ensures clients meet eligibility requirements. Client Services confirms general eligibility.
2. Enters authorizations in system as received and returns incomplete or ineligible authorization forms to authorizers.
3. AADL Mobility and Large Equipment Manager reviews Power Wheelchair applications for prior approval.
4. Approved power wheelchair applications are forwarded to Technical Specialist who ensures specification sheets options requested are within program eligibility.
5. Letters are sent to client and authorizer informing them of decision.



6. Responds to telephone or email requests for information on wheelchair benefits eligibility and provides reference to the AADL website for further information at:  
<https://www.alberta.ca/alberta-aids-to-daily-living.aspx>

Superseded

## Policy WP – 03

### Power Wheelchair Authorizer Qualifications

#### Policy Statement

An Occupational Therapist (OT) or Physical Therapist (PT) who is approved as an AADL Program Authorizer for large recyclable equipment can authorize wheelchair benefits as part of their product range.

#### Procedure

##### Authorizer Applicants:

1. Complete the authorizer application form at:  
<https://www.alberta.ca/alberta-aids-to-daily-living.aspx>
2. Forward completed application with supporting documentation to AADL.
3. Attend the AADL Authorizer Course and sign the Declaration form.

##### AADL:

1. Provides authorizer training.
2. Reviews application and approves authorizers who have completed all requirements and meet eligibility criteria.
3. Adds product range to the authorizer's product range list.
4. Monitors authorizer activities and determine compliance with policies and procedures.

## Policy WP – 04

### Authorization Process – Power Wheelchairs

#### Policy Statement

The authorization process policy promotes effective and efficient authorization of benefits.

The authorization process includes the assessment, confirming eligibility, trialing the equipment, completing the documentation and submitting to AADL for prior approval.

**Assessments** must be documented on the Power Wheelchair Application form.

All power wheelchair assessment must include a **power wheelchair trial** consisting of two wheelchairs with the same drive configuration from two separate manufacturers. E.g. two rear wheel drive power wheelchairs. This practice ensures the client has choice and assists AADL in determining appropriate substitutes.

AADL Wheelchair Recycle vendors must provide wheelchairs for trial purposes for a period of up to three days. The Authorizer must arrange to have trial equipment returned; it may not be kept for ongoing use.

**Documentation** submitted to AADL includes the:

- Power Wheelchair Application Form,
- Power Tilt-in-Space Form, (if tilt or recline option required)
- Wheelchair Authorization form (1251), and
- Current Power Wheelchair Specification Sheets.

Wheelchair authorizations are valid when all authorization process steps and requirements have been met. The authorization expires once the benefit has been provided to the client and the associated vendor claims have been processed.

Invalid or incomplete authorizations are returned to the authorizer.

AADL 1251 Authorization Forms are available for order under General forms at:

<https://www.alberta.ca/aadl-forms-and-documents.aspx>

**Specification sheets** for the selected power wheelchair must be completed by the authorizer.

The vendor may be consulted; however the authorizer is responsible for clinical rationale to support each option ordered on the specification sheet. AADL will fund the lowest cost option when a generic part is available (e.g. seatbelt).

If the authorizer deems that a substitution wheelchair will not meet the client's needs, clinical documentation must be provided on the authorization form explaining why a substitute will not be acceptable. See W-10: Definitions for AADL's definition of substitute wheelchairs.

Authorizations for Internal Transfers are not accepted for power wheelchairs.

## Procedure

### Clients:

1. Fully participate in assessment and full equipment trial.
2. Understand and be well informed about wheelchair choice and cost implications.
3. Be prepared to pay all costs exceeding the AADL contributions including cost-share if applicable. Payment is made directly to the vendor prior to their processing the order.
4. Understand and be prepared to sign the Power Wheelchair Validation Certificate provided by the vendor.

### Authorizers:

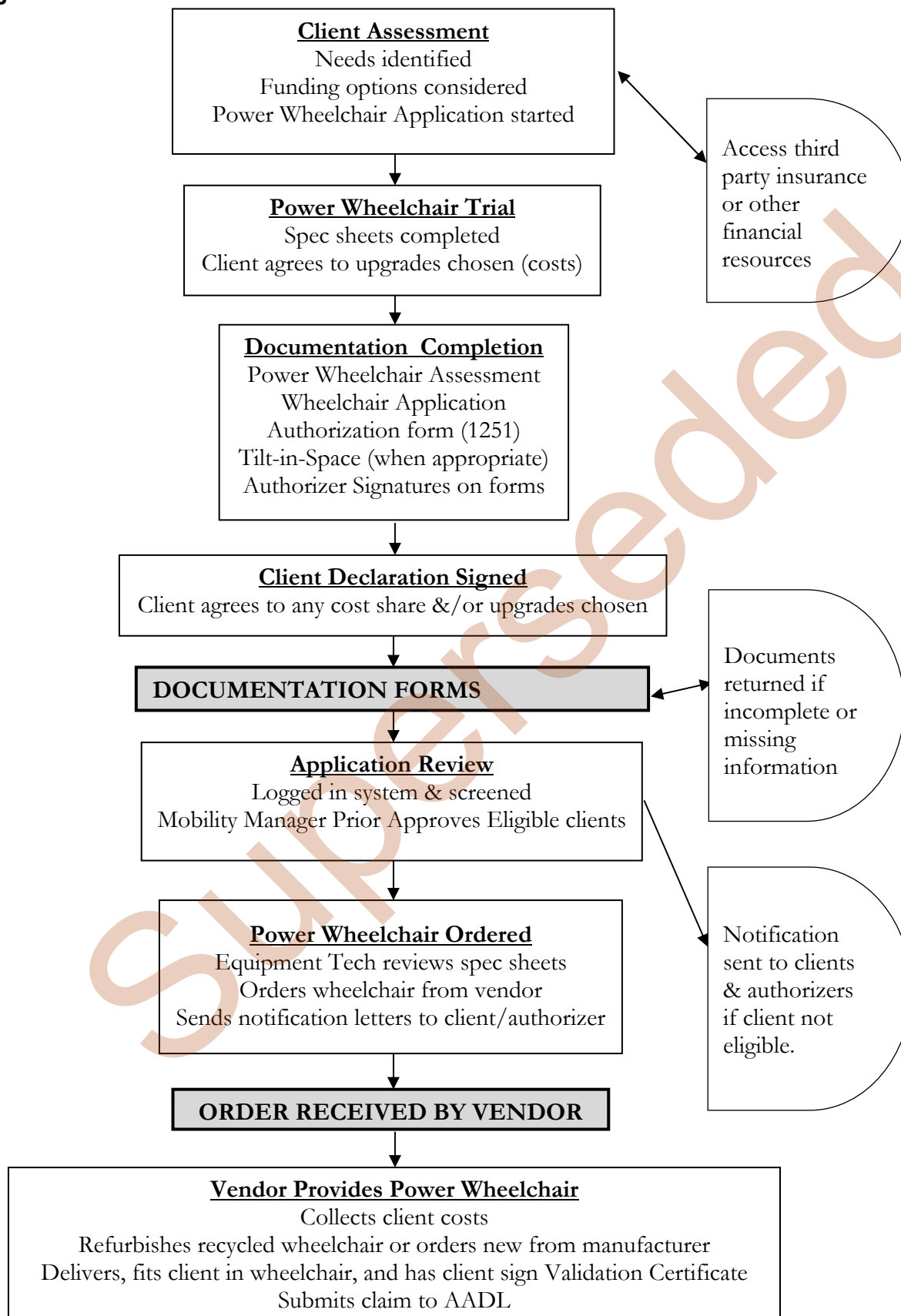
1. Assess client and include a power wheelchair trial in the home environment. Consider ability to transport wheelchair in vehicle.
2. Confirm client eligibility, including residence and past benefit consumption. Refer to Policy WP-02: Eligibility Criteria.
3. Document assessment details on the Power Mobility Application form and Power Tilt-in-Space Request form if required. These forms are available on-line under Wheelchair forms at: <https://www.alberta.ca/aadl-forms-and-documents.aspx>
4. Explain client eligibility to the client and clearly indicate which wheelchair(s) the client is eligible to receive and which options are funded by AADL.
5. Provide client choice of vendor according to Approved Wheelchair vendor list.
6. Trial the equipment. Provide client with "AADL Trial Equipment Use" available under General forms on-line at: <https://www.alberta.ca/aadl-forms-and-documents.aspx>
7. Arrange for any trial equipment to be returned to the vendor.
8. Complete specification sheets for chosen wheelchair.
9. Determine client costs and ensure the client understands and agrees to any costs they are responsible for. Refer to the specific wheelchair specification sheet and APL to determine additional/upgrade costs to the client. Indicate client has agreed to pay for option (and option upkeep) not funded by AADL on the spec sheet.
10. Complete the AADL 1251 Authorization Form ensuring the following are included:
  - Catalogue number and model/brand of product
  - Clinical rationale and client details necessary to assist AADL in determining eligibility (e.g. manual muscle test results, U/E injury, activity level). Attach a separate sheet if necessary.
  - Client preferred vendor.

- Client's street address – Box #'s are not accepted for delivery addresses.
  - Client and authorizer signatures on the application and authorization forms.
11. Attach additional forms: Current Specification Sheets for the chosen wheelchair model, Power Tilt-in-Space Request form if ordering this feature and mail in all **original** forms together to AADL.

**AADL:**

1. Reviews and adjudicates Power Wheelchair Applications.
2. Provides clarification and assistance to authorizers when a power wheelchair application has been denied. (Authorizers are expected to consult/review AADL policies prior to contacting AADL).

Superseded

**Diagram 1: Power Wheelchair Process Flow Chart**

## Policy WP – 06

### Providing Power Wheelchair Benefits - Supplier/Vendor

#### Policy Statement

AADL provides a clear and consistent process for providing clients with power wheelchair benefits to promote effective and efficient provision of benefits.

AADL funded wheelchairs are provided through Alberta vendors who have a tendered contract with AADL. Vendors under this contract are considered Wheelchair Recycle Vendors and provide new equipment and recycle services. AADL Wheelchair Recycle Vendors provide select wheelchairs to AADL clients from the W-Approved Product List (APL) authorized by an AADL authorizer. The AADL Wheelchair Recycle Vendor List is found at:

<https://www.alberta.ca/aadl-approved-vendors-list.aspx>

Power wheelchair vendors must employ one power wheelchair technician with two years' experience on the bench. This technician must have certificates for two consecutive years for each manufacturer they deal with.

The provision of wheelchair benefits includes the AADL Wheelchair Vendor Order, Client co-pay collection, wheelchair set up, delivery, client billing and claims.

Wheelchairs are provided from the recycle program first. When a recycle wheelchair is not available from recycle, it is ordered new.

The AADL Wheelchair Recycle Vendor provides wheelchairs according to AADL specifications.

Clients must sign the Client Validation Certificate confirming delivery and satisfaction.

In the event the vendor receives notice the client deceased before the wheelchair is delivered to the client, the vendor stops the delivery and places the equipment into the AADL Recycle Pool for AADL recycle.

Wheelchairs provided by the AADL program remain the property of the Government of Alberta. See Policy WM-07: Ownership and Responsibilities – Repairs and Returning AADL Power Wheelchairs.

#### Procedure

##### Clients:

1. Pay any cost share portion and/or upgrade costs directly to the vendor.
2. Confirm satisfaction with delivery and fit by signing the Power Wheelchair Validation Certificate upon delivery.

3. Address any concerns immediately with the AADL authorizer and vendor.
4. Notify AADL if concerns are not resolved.
5. Assume responsibility for the care and maintenance of the wheelchair, including costs associated with repair and maintenance if the wheelchair is an upgrade.

**Authorizers:**

1. Participate in final wheelchair fitting and confirm satisfaction.
2. Address any concerns immediately with the AADL client and vendor.
3. Notify AADL if concerns are not resolved.

**Vendors:**

1. Receive notification of prior approval/order for wheelchair benefit from AADL.
2. If wheelchair is in recycle pool, determine any refurbishing costs and submit work order to AADL for approval.
3. Receive approval to proceed with refurbishing recycled wheelchair (work order authorization) or providing new (wheelchair authorization).
4. Collect any cost-share portion and/or upgrade costs from the client prior to ordering the wheelchair or parts. Contact AADL when cost-share has not been received within six months.
5. Order the wheelchair/parts.
6. Affix AADL stickers (Not for Resale) to wheelchair once at vendors.
7. Submit the serial number to AADL when the wheelchair is ready for delivery.
8. Set up the wheelchair according to specifications and deliver to client.
9. Address any concerns at time of delivery; have client sign Power Wheelchair Validation Certificate. Advise AADL if concerns cannot be addressed immediately.
10. Submit signed Power Wheelchair Validation Certificate to AADL.
11. Submit claim to AADL for payment for AADL funded specifications and options.
12. Must employ one power wheelchair technician with two years' experience on the bench. This technician must have certificates for two consecutive years for each manufacturer they deal with.

**AADL:**

1. Maintains a list of AADL Approved Recycle Wheelchair Vendors.
2. Reviews work orders submitted by vendors for refurbishing recycle wheelchairs.
3. Advises vendor of decision to approve/deny work order and provides work order authorization if approved.
4. Provides AADL wheelchair vendors with Client Cost Share "Max List" to assist vendors in determining clients' cost share status.



5. Registers wheelchair to AADL client and tracks wheelchair location and associated work orders.
6. Receives and pays claims from AADL recycle vendor.

Superseded

## Policy WP – 06

### Quantity and Frequency Limits – Power Wheelchairs

#### Policy Statement

AADL provides clear and consistent guidelines and procedures for quantity and frequency limits for wheelchair benefits to ensure transparency, consistency and accountability.

AADL sets limits on the number of wheelchair benefits funded per eligible client based on basic clinical needs and fiscal accountability.

AADL power wheelchairs are provided for long term use and are expected to last at least seven years for the same client. AADL power wheelchairs can be modified to meet changing needs.

A maximum of one oxygen holder is funded per eligible client.

AADL will only consider replacing a power wheelchair for the following reasons:

- The client has had a major change in medical status and the current wheelchair cannot be modified to meet the client's needs through adjustments or parts changes.
- The client's weight has changed necessitating a wheelchair with a different weight capacity.
- AADL has determined the client's wheelchair is no longer economical to repair. AADL may consider using recycle parts or funding temporary repairs until the wheelchair replacement process can be completed.

AADL will not replace a power wheelchair for the following reasons:

- To accommodate a request for tilt that cannot be added to the current power wheelchair.
- Technological advances determined to be above basic needs.

#### **Authorizers:**

1. Assess client and determine if wheelchair can be modified or if a replacement is required.
2. Consult vendor to determine if the wheelchair is modifiable or cost effective to repair.
3. Complete Power Wheelchair Application form and indicate client has current power wheelchair through AADL.
4. Provide rationale for requesting another power wheelchair. Contact AADL's Equipment Technician if replacement is urgent. Temporary parts or repairs to the client's current wheelchair may be expedited to ensure the client is safe.

5. Follow authorization process.

**Vendors:**

1. Receive requests to evaluate AADL wheelchair for costs to repair or modify.
2. Evaluate and determine costs. If costs are over \$300.00 or the client is on the “Max List” submit a work order and cost estimate to AADL for consideration prior to beginning any work. .
3. Contact AADL directly by phone if wheelchair repair is urgent.
4. If work order is denied by AADL advise authorizer that the wheelchair repair has been deemed not cost effective and a new Power Wheelchair Application is required.

**AADL:**

1. Reviews and adjudicates Power Wheelchair Applications.
2. Provides clarification and assistance to authorizers when a power wheelchair application has been denied. (Authorizers are expected to consult/review AADL policies prior to contacting AADL).

## Policy WP – 07

### Ownership and Responsibilities: Repairs and Returning AADL Power Wheelchairs

#### Policy Statement

AADL provides clear and consistent guidelines and procedures for repairing and returning AADL owned wheelchairs to ensure transparency, consistency and accountability.

AADL retains full ownership of all Power wheelchairs.

AADL Recycle Vendors participate fully in the AADL recycle program including repairs and maintenance services.

The client, their family, trustee or guardian are responsible to ensure that reasonable care and maintenance of the AADL funded power wheelchair is provided.

Preventative maintenance is the responsibility of the client.

An authorization form is not required for wheelchair parts change requests.

All power wheelchair funding requests including requests for power tilt feature as an add-on require a 1251 Wheelchair Authorization form, the Power Tilt Application Form and Retro-fit Tilt Specification Sheet.

**Prior Approvals** are required for Power Tilt/Recline Retrofit requests. These go through the AADL Technical Specialist.

#### **Repairs:**

AADL provides a limited amount for repairs and maintenance to AADL owned power wheelchairs as follows: \$600.00 plus one set of tires and batteries annually.

AADL Prior approvals are required for battery replacements and repair orders over \$300.00.

Clients are responsible for any costs above the annual limits. If the client chooses to have a repair made with manufacturer parts rather than generic parts, the upgrade costs are the client's financial responsibility.

See Policy Z-04 Repairs of AADL-Owned Formally Recycled Equipment and Wheelchairs in the "Z" Manual for further information.

### **Returning wheelchairs:**

All power wheelchairs no longer needed by the client are returned to an AADL Recycle Vendor for recycle or use as parts.

Power wheelchairs must be returned to an AADL recycle vendor no later than seven days after the client no longer needs it.

Parts that are recovered from an AADL wheelchair remain the property of AADL and are used to refurbish AADL recycle wheelchairs.

### **Procedure**

#### **Clients:**

1. Ensure reasonable care and maintenance of AADL-owned wheelchairs.
2. Replace any wheelchair that is lost, stolen, or damaged due to misuse or accidents. AADL program recommends client's insure the wheelchair through a private homeowner's/tenant insurance policy.
3. Contact the AADL Recycle Vendor to return AADL owned wheelchair when no longer needed or client is moving out of province.
4. Arrange for a courier to pick up the wheelchair and return it (collect) to the AADL Recycle Vendor when the vendor cannot pick up the equipment and the client is unable to transport.

#### **Authorizers:**

1. Ensure client understands responsibility for care, maintenance and return of AADL-owned wheelchairs.
2. Advise clients to keep a record of maintenance and repairs to wheelchair.
3. Advise client to return wheelchair to recycle vendor when wheelchair is no longer needed.
4. Update AADL if client status has changed including a move out of province.

#### **Vendors:**

1. Review care and maintenance of AADL-funded wheelchairs with clients.
2. Repair AADL owned wheelchairs.
3. Inform the Authorizer if a piece of equipment has been deemed irreparable or not cost effective to repair by AADL so the Authorizer can initiate the process to have the wheelchair replaced.
4. Notify the client of the price differences between generic parts and manufacturer parts.
5. Fax in Repair Work Order to AADL and obtain prior approval for all battery replacements and all wheelchair repair work orders over \$300.00 prior to completing the work.
6. Contact AADL by phone if repair is urgent.
7. Collects any cost share or upgrade costs from the client prior to completing the repair.
8. Recycle In wheelchair from clients when wheelchair is no longer needed. Notifies AADL that wheelchair has been returned and is available in the recycle pool.
9. Update AADL if client status has changed – e.g. moved.

**AADL:**

1. Provides funding assistance for repairs and maintenance to AADL-owned wheelchairs.
2. Reviews and prior approves battery replacements and eligible cost effective repair work orders over \$300.00.
3. Provides work order authorization to vendor.
4. Informs the Vendor if a wheelchair has been deemed irreparable or not cost effective to repair by AADL.
5. Tracks wheelchair repairs, returns and location status.

Superseded

## Policy WP – 08

### Refusal of the Equipment

#### Policy Statement

AADL provides a Refusal of Equipment Policy to ensure transparency and accountability.

Clients who refuse equipment are not eligible for AADL funding for the same benefit for a minimum of six months. By signing the Declaration form the client acknowledged they were prepared to accept the equipment that was authorized and ordered for them. During the authorization process the client agreed to trial the equipment and ensured their home and living situation accommodated the equipment.

Clients who request funding for the benefit six months after refusing the same type benefit must submit a letter addressed to AADL explaining the circumstances of their refusal and assurance that they will accept the authorized benefit this time. The client must also agree to accept any costs associated with providing the benefit a second time, including any cost-share fees.

Clients who have refused equipment are only eligible for equipment from AADL recycle inventory.

Clients who refuse to accept equipment a second time will not be eligible again for that benefit.

#### Procedure

##### Clients:

1. Participate in reassessment with authorizer.
2. Write letter to AADL describing circumstances and providing assurances described above.

##### Authorizers:

1. Advise client of the risk of refusal of equipment. Clients are not eligible to be re-authorized until six months has elapsed.
2. If client requests the same benefit be authorized that was refused previously, obtain letter from client/family explaining circumstances and providing assurances described in policy above.
3. Complete new Power Wheelchair Assessment Form, trial and authorization, attach letter and submit to AADL.

**AADL:**

1. Reviews the circumstances around the refusal of the equipment
2. Advises client and authorizer of decision.

Superseded



# Policy WP – 09

## Definitions

### **Approved Products List (APL)**

The APL is a list of wheelchairs that AADL purchases. Only products listed on the Approved Product List will be purchased. This list is revised once the new purchasing agreements are in place.

### **Automatic Defaults**

Automatic defaults are specifications/ features that AADL uses when information is missing on the 1251 Form and/or specification sheets are not attached. A List of Standard Defaults can be found on the AADL website at: <https://www.alberta.ca/aadl-forms-and-documents.aspx>

### **Back-up Wheelchair**

A back-up wheelchair is a basic manual wheelchair (Category “A” or “T”) to be used by clients who have received a power chair from the program. The back-up wheelchair is intended for use when the power wheelchair is not in working order or is at the vendor for maintenance/repairs.

### **Controlled Transfer:**

A controlled transfer is when a person can lower themselves from a standing position to a sitting position without “plopping”. This informs AADL how much added durability is required for the wheelchair.

### **Dependent Full-time User**

A dependent full-time use is a client who is unable to self-propel the wheelchair in any environment and therefore is always dependent on others to be pushed.

### **Dependent Part-Time User**

A dependent part-time use is a client who is able to propel 10 feet or less and/or change direction within their room and/or is able to wheel independently within their home environment, however is unable to self-propel long distances (e.g., to dining room in nursing home) or outside.

### **Equipment Trial**

An equipment trial is a trial that involves the client and caregiver trying wheelchairs to determine which one is appropriate. The trial must include accessing the home entrance and rooms, any vehicle the wheelchair will be transported in, environments where the chair will

be used such as school/work/community, and outdoors (especially in rural setting). Trial wheelchairs are provided by AADL Wheelchair Vendors according to Trial Equipment Guidelines.

### **Formal Recycle**

Formal Recycle includes all manual and power wheelchairs that are owned and tracked by AADL. Once a manual wheelchair is over five years old and/or no longer economical to repair, it is no longer formally recycled and is released for community recycle. All power wheelchairs remain in formal recycle. Wheelchairs that are formally recycled are recycled in when the client no longer needs the wheelchair and recycled out when an AADL authorizer requests a wheelchair with same or similar measurements/options.

### **Full-time User**

A full-time user is a wheelchair user who uses a wheelchair when up during the day for a minimum of 6 consecutive hours. A full-time user may use another mobility device for transferring, however is unable to use it for ambulating.

### **Internal Transfer**

An internal transfer occurs when an authorizer requests an AADL wheelchair be reassigned from an AADL client who no longer needs it to one who does. While this is a very economical and efficient transfer, some restrictions apply. See “Z” manual for instructions and sample of internal transfer documentation.

### **Max List**

The Max List is a list of AADL clients who have reached or are near their cost share contribution maximum. AADL provides vendors with a max list on a regular basis.

### **On the Bench**

“On the bench” refers to technicians working on equipment full-time.

### **Palliative Client**

A client is deemed palliative if in the end stage of a terminal illness (six months or less to end of life). Care is considered compassionate and focused on symptom relief. For clients with palliative conditions that include a rapid decline in mobility over a period longer than six months, accessing community organizations with equipment pools may be more cost and time efficient for the client e.g. ALS.

### **Part-time User**

A part-time wheelchair user is a client who walks some of the time, or uses the wheelchair for fatigue, long outings, etc. or sits in another kind of chair for part of the day.

### **Recycle In/Out**

Recycle In is the process that occurs when a wheelchair is returned to a recycle vendor. Recycle Out is the process that occurs when AADL assigns a wheelchair from the recycle pool to go to a client. The recycle out wheelchair is refurbished prior to being sent out to the client. See “Z” manual for further information on Recycle Services.

### **Recycle Pool**

The Recycle Pool includes all the equipment owned by AADL that are tracked in the equipment inventory. AADL equipment is stored at various recycle vendors' locations in the province. See "Z" manual for further information on Recycle Services.

### **Recycle Vendor**

A recycle vendor is a vendor who has a contract to provide new and recycled wheelchairs for AADL. AADL Recycle Vendors are active in recycling AADL inventory, refurbishing and repairing AADL wheelchairs.

### **Standard**

Standard is the term used to describe any wheelchair benefit with a cost **fully** funded by AADL (subject to cost-share) for eligible clients.

### **Substitute Wheelchairs**

Substitute wheelchairs are wheelchairs of a different model than requested by the authorizer. These wheelchairs are deemed to match the measurements and features requested on the specification sheet provided by the authorizer.

### **Upgrade Costs**

Upgrade is the term used to describe any costs for benefit features or options that are not covered by AADL and are the responsibility of the client. Cost share portions are not considered upgrade costs. Benefits that have an upgrade charge to the client are indicated on the wheelchair spec sheets found on the AADL website.

### **Valid Authorization**

An authorization form is considered valid when information on the form is correct and completed in full, all necessary clinical rationale is documented, the form is signed by the authorizer and client, the client meets the relevant eligibility criteria and any requisite prior approval has been provided.